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The Hanaayee Corner

TQM Update

At the request of State Director Ed Spang, Ron Smith, Employee Development Specialist with the State Office Human Resources Branch, has assumed the role of TQM Facilitator for BLM Alaska. In this and a series of future articles, Smith and others will keep us informed of the progress our organization is making under the new concept known as Total Quality Management.

Like all of us, I have watched and been a part of a great many large-scale management programs through the years. Some programs have panned out, and some haven't. In January of this year I was introduced to Total Quality Management, or TQM.

My parents were from Missouri, so I'm not easily sold on anything. However, when I read that TQM had been formalized into an Executive Order, I was certainly more inclined to gather information about it. Here are some interesting facts I've learned about this catchy phrase called TQM.

First of all, there isn't much that is new in TQM. Total Quality Management is a process and a philosophy that demands that we as an organization participate in a continuous long-term effort to improve what we do.

At the same time that TQM was being discussed for use by the Department and the Bureau, this approach was agreed to be one of the vehicles for improving the outputs of the Alaska land transfer program. By initially focusing on the transfer program, TQM will be a real life demonstration of quality improvement, and can demonstrate the opportunity for use in all the programs that the Bureau manages.

The way in which this TQM approach was managed was to train people in formal TQM practices, beginning with those employees directly involved with the patent plan process, and then to provide training for everyone else over the next two years. I was sent to Phoenix to attend an intensive two-week "train the trainer" session.

I'm becoming more impressed with the TQM approach as time passes. Don't get me wrong, there is no quick way to fix all the concerns in the organization, but TQM certainly provides a variety of ways to look at and develop strategies for dealing with problems.

We presently have four groups using TQM processes within the Division of Conveyance Management. One is dealing with requests for survey, another with adjudicative/ administrative processes, one for navigability, and a new team is now looking at miscellaneous documents examiner (MDE) positions and their training. These teams have been assigned a task, must develop a charter, have a team leader, a time frame and will eventually have a facilitator to develop recommendations for implementation.

We'll take a closer look at the work of these teams in future issues of Alaska People.

The bottom line is simply this: Total Quality Management provides the opportunity for participation by everyone, because we are all affected by what we do and how we do it. TQM focuses on the process—it doesn't waste time and energy on blaming people.

Our initial success might be small, but certainly significant.

Ron Smith
Employee Development Section
ASO Human Resources

Pronounced ha nie' yee, hanaayee is Koyukon Athabascan for "reporter" or "one who talks."

On May 8 Secretary of Interior Manuel Lujan, Jr. (center), and Jennifer Salisbury, Deputy Assistant Secretary for Lands and Minerals Management, presented two Alaska BLMers with the Department of Interior Valor Award at convocation ceremonies in Washington, DC. Sean Regain (left), a former seasonal employee, and Jake Schlapfer (far right), now an outdoor recreation planner at the Anchorage District, were honored for their rescue of four recreationists on the Gulkana Wild and Scenic River in the summer of 1989.



Masinton to Head Steese/White Minerals Division

by Sharon Durgan Wilson

Twelve years ago, Barb Masinton was hired by BLM as a GS-2 clerk-typist. Last month Masinton was promoted to supervisor of the minerals staff in the Steese/White Mountains District, GS-12. "I never stopped trying to get higher level jobs with more responsibility," said Masinton. "My ultimate goal is to get into management."

Masinton and her husband, Roy, worked their way through Colorado State University. Barb earned a bachelor of science degree in horticultural food crops, and Roy graduated in fisheries biology.

Trying to find employment as a team wasn't easy. Barb took the entry-level GS-2 position to get into BLM when Roy was hired as a fisheries biologist in Elko, Nevada. When they left Elko six years later, she was a support services supervisor, GS-7.

Masinton says she and Roy began applying for jobs in Alaska in 1981. Finally, Roy took a biologist position in the Arctic District in 1985, and Barb accepted the lead personnel assistant in Support Services.

After a treacherous trip up the Alaska-Canada Highway, which included being pulled out of a ditch in the Yukon Territory, the Masintons, their two chow dogs and two cats arrived in Alaska in October 1985.

"We were so excited about moving to Alaska," Masinton said. "We were mentally prepared for the new experience: the long arctic nights, sub-zero temperatures, seven months of snow, and the

unbelievable beauty of the northern lights."

Masinton joined the Steese/White Mountains District in the fall of 1987. "I was suddenly in the middle of inspections and enforcement, helping to bring the surface management program up to speed, and writing comprehensive analyses for environmental assessments. It's been one learning experience after another," Masinton laughed.

Masinton says that one of her main passions right now is traveling. "We finally went to Australia and New Zealand in 1988, then back to Australia again last winter," she said. Hooked on traveling, Masinton plans to take a major trip at least every two years.

In between trips, Masinton will be dealing with issues and challenges in her new position. "Legislation has been introduced in the Senate and the House for changes in the 1872 Mining Law," Masinton said. "Bonding of mining operations may have a major impact on the Alaska surface management program this next fiscal year."

"I look forward to the challenges of working with the mining and environmental communities. I think a lot will happen in the next couple of years that may change the direction of mining as a whole."

"It's critical to have good public contacts," Masinton emphasized, "which means a good outreach program, and balanced relationships between mining and environmental groups. I'm excited to be a part of this."



Barb Masinton picks up some pointers in communications from a true Aussie in Grampians National Park, Victoria, Australia. (photo by Roy Masinton)

Getting a Head S

New Outdoor Education Days a Success

by Sue Mitchell

The roar of snowblowers drowned out the peaceful sound of dripping water as BLM employees used their own machines to clear the path behind the Fairbanks Office Building. After a record snowfall this past winter, snow was still several feet deep in places around the building, and the Chena River was at the top of its banks, but nonetheless, BLM held its first outdoor education days in Fairbanks May 7-9.

The joyful sounds of children finally replaced the sound of snowblowers. In the roped-off parking lot, those designated as fingerling salmon ran to avoid other children chosen as bears, fishermen, waterfalls and eagles to

safely reach the ocean. While having a fun chase, the children were learning about the obstacles to salmon and BLM's management of salmon habitat.

Before starting along a trail consisting of several teaching stations, the students listened to smokejumpers from the Alaska Fire Service tell them what it's like to jump from airplanes and fight fires. The kids wanted to know what they ate and how much they got paid while fighting fires.

Along the trail, a group of kids learned how to read maps and use compasses to travel cross-country without getting lost. At another station, BLM employees taught kids how to identify different types of trees. Two campsites demonstrated the differences between minimum



Randi Jandt, wildlife biologist with Kobuk District, shows caribou collaring equipment to local sixth graders during Fairbanks Outdoor Education Days May 7-9. (photo by Sharon Durgan Wilson)

impact camping and irresponsible camping.

While several children squealed with glee at finding gold-painted lead "nuggets" while panning gravel, others wandered around the grounds of the BLM building, following animal tracks painted on the grass. The tracks eventually led to a hide or a silhouette of that animal, and sometimes a skull, hidden behind a tree. A biologist accompanying the trackers explained the habits and characteristics of the animal.

About 250 sixth-grade students and their ten teachers from four Fairbanks schools visited during the three-day event. The Anchorage District Office has held a similar function for many years at the Campbell Tract Facility, but this was the first year the idea was tried in Fairbanks. Judging from the obvious joy of the students and the compliments from their teachers, the first Outdoor Education Days was a great beginning to what is sure to become an annual event.



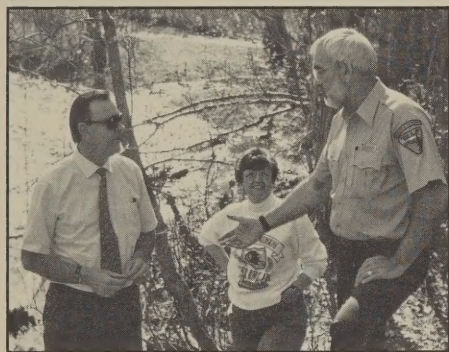
Barb Masinton of Steese/White Mountains District teaches sixth graders tree and plant identification during Fairbanks Outdoors Days in May. (photo by Sharon Durgan Wilson)

Part on Land Ethics

"Fly Time" Wows Sixth Graders

by Danielle Allen

Perhaps the most talked about event at the Anchorage District's annual Outdoor Week this year was the new learning station called "Fly Time." Conceived by State Office employees Connie Lewis and Gail Ozmina, this station helped hundreds of sixth graders learn how to tie flies in preparation for fishing trips they may be taking this summer.



ADO realty specialist Karen Collie was one of many State Office and Anchorage District employees who staffed the annual event staged at BLM's Campbell Tract.

Employees from other agencies such as the Minerals Management Service, the National Weather Service and the U.S. Fish and Wildlife Service joined BLM to conduct a variety of activities and presentations with environmental and natural resource themes for the



2,300 students participating in this year's event.

While Collie taught at BLM's ever popular gold panning station, ADO archaeologist Julie Steele, assisted by Co-op archaeologist Donna Reading-Gubitosa, oversaw mock archaeological digs. ADO realty specialist Richard Stephenson and Stephanie Clusiau put the kids through their paces at the map and compass station.

In its 16th year, Outdoor Week seems to bring out the enthusiasm in both employees and students. A beaming Ozmina and Lewis worked the Fly Time station every day, and are already making plans for next year's Outdoor Week.

"I see the program getting bigger and better each year," says ADO wildlife biologist Van Waggoner, who has been Outdoor Week's coordinator for the last three years.



(above) Anchorage District Archaeologist Julie Steele helps a sixth grade student uncover artifacts in a mock archaeological dig during Outdoor Week.

(upper left) Anchorage District Manager Dick Vernimmen and Associate State Director Bill Calkins discuss options for future Outdoor Week activities with Emma Walton, Science Program Coordinator for the Anchorage School District. (lower left) ASO Townsite Trustee Gail Ozmina helps a student learn how to tie flies at Outdoor Week's newest station called "Fly Time." (photos by Danielle Allen and Ed Bovy)

Air Bag Passive Restraint Systems— Know the Facts

by Bob Moore

Air bags in newer vehicles are now a fact of life. Tests indicate that air bags clearly result in fewer injuries and fatalities, and many people can now testify to their effectiveness first hand.

How does an air bag system work? A sensor usually located in the front fender sends an electrical charge to the steering column where the air bag module is located. This charge detonates a mixture of chemicals used to inflate the air bag in milliseconds. If all goes well and the air bag is not torn or punctured, the driver is protected from serious injury. But what happens when the air bag is torn or punctured?

Sodium azide and molybdenum sulfide, both classified as hazardous chemicals, are used as accelerants in air bag systems. Both chemicals are toxic by ingestion and form very toxic fumes when burned. In addition, the surface of deployed air bags may contain sodium hydroxide, a corrosive by-product of the sodium azide reaction.

In Randolph, Mass., two firefighter EMS personnel were overcome by these fumes after entering a vehicle with a deployed air bag. The accident victim also suffered from the fumes, which cause severe coughing and hacking. Later two Maine state troopers were also overcome by fumes when the air bags in their vehicle deployed after hitting several deer.

There are some precautions to take when exposed to deployed air bags. If the air bag is not punctured, place a covering over the bag and do not attempt to remove it. If you come in contact with dust from the bag, treat as you would a chemical burn, flushing the skin or eyes with water and seeking medical attention if necessary.

If the air bag has not been deployed, remove or isolate the battery cable to disable the airbag system and prevent accidental deployment.

While air bags do save lives, consumers need to be aware of the facts. This is not intended to discourage you from purchasing a vehicle with an air bag system. But rather it's like taking medication for a certain ailment. One must consider the side effects and be prepared to deal with them too.

TAKE THE PLEDGE:

President Bush has set an objective of reaching 70 percent vehicle seatbelt use by Federal employees by the year 1992.

Within the BLM, the use of seatbelts by employees driving vehicles on Government business is mandatory. Yet many employees neglect this important safety precaution when driving on their own time.

Motor vehicle accidents are the leading cause of death of people age 44 and younger. Yet only one driver in ten fastens the safety belt.

Safety belts require a conscious act every time a person gets into a car before they can provide protection.

Make the pledge to buckle up every time you get into your vehicle and help save lives.



**BELTS AND BAGS
A WINNING COMBINATION**

Special agent **Andy Gifford** has recently moved over to BLM from the Chugach National Forest. Gifford has been in Alaska since August 1977, and brings 25 years of law enforcement experience to his new job. Under Dean Crabbs, Special Agent in Charge, Gifford is assigned to the Office of the State Director, and will work out of the Campbell Tract Facility in Anchorage.

On May 23, the State Office EEO gave a presentation on conflict resolution for teens participating in the quarterly **Clark Junior High Retreat** in Anchorage. Thirty-two students attending the event

discussed topics and issues of concern to today's youth, including teenage stress, leadership, communication, self-esteem,

Workwise or Otherwise

conflict resolution and dealing with authority figures.

Congratulations to the four exceptional employees who were honored as BLM's nominees for the

Outstanding Federal Employee of the Year at the Anchorage Federal Executive Association's 23rd Annual Outstanding Federal Employee of the Year Luncheon on May 17: **Rick Douglas**, Cartographic Technician, Support Services; **Susan DiPrete**, Navigability Specialist, Conveyances; **Ruth Stockie**, Branch Chief, Minerals Division, and; **Fran Eickbush**, Deputy State Director, Support Services.

Congratulations to **Lois Simenson** of the ASO Public Room and husband Mark who have a new baby daughter, Rebecca Elaine, born on Mother's Day, May 12.

A pplause

Sustained Superior Performance Award

William Dawson, Bindery Machine Operator, ASO Division of Support Services
Paul Russell, Bindery Machine Operator, ASO Division of Support Services
Gregorio Chavez, Bindery Equipment Operator, ASO Division of Support Services
Katherine Flippen, Lead Land Law Examiner, ASO Division of Conveyance Management
Bernice Leskosky, Lead Land Law Examiner, ASO Division of Conveyance Management
Janice Yankus, Land Law Examiner, ASO Division of Conveyance Management
Rory Spurlock, Land Law Examiner, ASO Division of Conveyance Management
Paula McHale, Land Law Examiner, ASO Division of Conveyance Management
Judy Kelley, Miscellaneous Documents Examiner, ASO Division of Conveyance Management
Terrie Evarts, Land Law Examiner, ASO Division of Conveyance Management
Sherri Belenski, Land Law Examiner, ASO Division of Conveyance Management
Judy Kramer, Land Law Examiner, ASO Division of Conveyance Management

Special Act Award

Susan DiPrete, Navigable Waters Specialist, ASO Division of Conveyance Management
Anna Adams, Land Law Examiner, ASO Division of Conveyance Management

On-the-Spot Cash Award

Laura Andrewyuk, Contact Representative, ASO Division of Support Services
Sharon Dean, Contact Representative, ASO Division of Support Services
Juana Fisher, Miscellaneous Documents Examiner, ASO Division of Support Services
Alex Mitchell, Microfilm Equipment Operator, ASO Division of Support Services
Margaret Pannett, Miscellaneous Documents Examiner, ASO Division of Support Services
Pamela Chesla, Computer Equipment Analyst, ASO Division of Information Resources Management
Arlene Rocker, Land Law Examiner, ASO Division of Conveyance Management
Betsy Ann Vanek, Miscellaneous Documents Clerk, ASO Division of Conveyance Management

Length of Service

10-Year Service Award

Doris Stamey, Communications Technician, ASO Division of Information Resources Management
Betty Roseberry, Land Law Examiner, ASO Division of Conveyance Management
Patricia Underwood, Land Law Examiner, ASO Division of Conveyance Management
Bonnie Barcus, Forestry Technician, Alaska Fire Service
Paula Krebs, Geographic Information Systems Coordinator, ASO Division of Lands and Renewable Resources
Michael Nolen, Materials Handler, ASO Division of Support Services

20-Year Service Award

Steven Robinson, Land Surveyor, ASO Division of Cadastral Survey

Welcome Aboard

(May 1991)

Scott C. Croft, Student Trainee (Land Surveyor), ASO Division of Cadastral Survey
Thomas J. Nelson, Student Trainee (Land Surveyor), ASO Division of Cadastral Survey
Michael E. Cuzzocreo, Student Trainee (Land Surveyor), ASO Division of Cadastral Survey
Roger E. Blouch, Student Trainee (Land Surveyor), ASO Division of Cadastral Survey
Dominica J. Smith, Student Trainee (Land Surveyor), ASO Division of Cadastral Survey
Scott P. Peronto, Student Trainee (Land Surveyor), ASO Division of Cadastral Survey
David B. Smith, Student Trainee (Land Surveyor), ASO Division of Cadastral Survey
Stacy D. Meacham, Student Trainee (Land Surveyor), ASO Division of Cadastral Survey
Henry J. Falcon, Forestry Technician (Smokejumper), Alaska Fire Service
Dennis Tol, Fishery Biologist (Mgmt), ASO Division of Lands and Renewable Resources
Donna L. Redding-Gubitosa, Student Trainee (Archaeologist), Anchorage District Office
Edward S. Gallagher, Forestry Technician, Alaska Fire Service
Alicia A. Leone, Land Law Examiner, ASO Division of Conveyance Management
Rita J. Wood, Legal Clerk (Typing), ASO Division of Support Services
Mary L. Jones, Personnel Actions Clerk (Typing), ASO Division of Support Services
John C. Zarling, Student Trainee (Computer Science), Alaska Fire Service
Diane C. Wendling, Land Law Examiner, ASO Division of Conveyance Management
Karella A. Gumpert, Land Law Examiner, ASO Division of Conveyance Management
Richard J. Maron, Land Surveyor, ASO Division of Cadastral Survey
Derry D. Burnett, Supply Clerk, Alaska Fire Service
Holly L. Rogers, Cook Leader, Alaska Fire Service
Charles E. Brown, Forestry Technician (Smokejumper), Alaska Fire Service
Jeannie M. McAlpin, Cook Leader, Alaska Fire Service
Patricia Fatherree, Personnel Clerk (Office Automation), ASO Division of Support Services

Moving On

(May 1991)

Rachelle A. Maiorana, Miscellaneous Documents Clerk (Typing), ASO Division of Conveyance Management
Heidi A. Schneider, Microfilm Equipment Operator, ASO Division of Support Services
Barbara E. Gaston, Maintenance Support Assistant, ASO Division of Support Services
Lorna M. Blue, Administrative Technician, Anchorage District Office
Gilbert H. Blue, Maintenance Mechanic, ASO Division of Support Services
David C. Rukke, Outdoor Recreation Planner & Realty Specialist, Anchorage District Office
Douglas R. Talbot, Land Surveyor, ASO Division of Cadastral Survey
Richard O. Hagan, Program Analyst, ASO Office of Management, Planning and Budget

New Student Shadow Program a Success



ADO Archaeologist Julie Steele and Lynette Nakazawa of Mapping Sciences (top row, left to right) with students Yoshie Satake and Tamiko Haring (bottom left to right). (photo by Danielle Allen)

Five Anchorage area high school students participated in BLM's Student Shadow Program in observance of Asian/Pacific American Heritage Month in May. The program gave local students of Asian or Pacific heritage an opportunity to "shadow" BLM employees to observe and discuss job opportunities at BLM.

The shadow program was the brainstorm of EEO Special Emphasis Program Manager Cliff

Lignons. "I thought it would be an excellent recruitment opportunity, as well as a good way to observe Asian/Pacific American Heritage Month," said Lignons.

Lynette Nakazawa of ASO Mapping Sciences is collateral duty coordinator for BLM's Asian/Pacific American special emphasis program. Nakazawa coordinated with the Asian Cultural Center and the Anchorage School District to recruit students and BLM sponsors for the shadow program.

"It was difficult to get everyone's schedule to mesh, but I think it went real well," said Nakazawa. "Two of the students are interested in coming back to BLM for summer hire, so I think we definitely sparked some interest!"



Kim Pearce of Mapping Sciences gives student Marlon Dimatulac a hands-on demonstration of the computer operated Opti-Copy camera. (photo by Teresa McPherson)

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On the Cover:

Supervisory Natural Resource Specialist Barb Masinton of Steese/White Mountains District teaches sixth graders tree and plant identification during Fairbanks Outdoor Education Days in May. Story on page 4. (photo by Sharon Durgan Wilson)



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